



## CRITICAL INFORMATION SUMMARY

### INFORMATION ABOUT THE SERVICE

#### SERVICE DESCRIPTION

1800 numbers are 10 digit numbers where the call is free for the caller if dialled from an Australian phone line. They are national inbound numbers and can only be used for receiving calls where the account holder is charged a call rate dependent upon its origin and where the 1800 number is being routed to.

1800 numbers offer a high level of call handling flexibility and can be routed to one or a range of answering points which can be either a landline or a mobile phone number.

1800 numbers come with included features such as Auto Attendant, Voice2Email, Business Intro Message, Geographical Routing, Time Dependent Routing, Call Alert, Call Forwarding, Call Overflow, Call Distributor and Call Barring.

### INFORMATION ABOUT THE PRICING

#### MONTHLY ACCESS FEE and CALL CHARGES

|  | LITE<br>\$15<br>P/MTH      | MID<br>\$30<br>P/MTH       | PRO<br>\$45<br>P/MTH       |
|--|----------------------------|----------------------------|----------------------------|
| 1800 CALLS ROUTED TO AN AUSTRALIAN LANDLINE                                |                            |                            |                            |
| LOCAL CALLS  | 10c per Minute             | 8c per Minute              | 6c per Minute              |
| NATIONAL CALLS   | 10c per Minute             | 8c per Minute              | 6c per Minute              |
| MOBILE CALLS   | 15c per Minute             | 12c per Minute             | 10c per Minute             |
| 1800 CALLS ROUTED TO AN AUSTRALIAN MOBILE                                  |                            |                            |                            |
| ALL CALLS  | 25c per Minute             | 20c per Minute             | 15c per Minute             |
| Calls are quoted in per minute rates and charged in one second increments. | <b>INCLUDED CALLS \$15</b> | <b>INCLUDED CALLS \$30</b> | <b>INCLUDED CALLS \$45</b> |

**Included Calls** - the value of calls made to the 1800 number included in the monthly access fee.

**Local Calls** - rate applicable to local calls made via landline to the 1800 number.

**National Calls** - rate applicable to national calls made via landline to the 1800 number.

**Mobile Calls** - rate applicable to calls made via a mobile to the 1800 number.

**All Calls Routed to Mobile** - the rate applicable when the 1800 number is routed to a mobile number. The rate applies to all calls, regardless of the origin (Australia only) and excludes calls made via MobileSat.

#### MINIMUM TERM

1 Month

#### SET UP FEE

LITE15 Plan - \$19; MID30 Plan - \$0; PRO45 - \$0.

#### CANCELLATIONS and TRANSFERS

Services can be cancelled or transferred to another provider at any time. A full monthly access fee applies to the calendar month in which the service is being cancelled or transferred.

#### MINIMUM TOTAL COST

LITE15 Plan - \$34; MID30 Plan - \$30; PRO45 Plan - \$45.

#### ADDITIONAL CHARGES

Additional charges apply for complex routing options and some value added services. For further information please contact us on 1300 00 1300.

### OTHER INFORMATION

#### FULL TERMS

Information and pricing is correct at the time of publication but may be subject to change. All pricing is **exclusive of GST**. This information is a summary only. For full details of the terms and conditions please visit [www.business1300.com.au](http://www.business1300.com.au) and see Service Terms and Conditions (SFOA).

#### INTERNATIONAL CALLERS

Although 1800 numbers may be called from some countries outside of Australia it is strongly recommended that a landline number is advertised as the international point of contact.

#### USAGE INFORMATION

For information about your current usage levels please contact our Customer Care Team on 1300 00 1300.

#### BILLING

Business 1300 will bill you in advance for the monthly access fee and in arrears for the call charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly access fee in advance for the following month. Any call charges will be calculated and charged according to the portion of the month that it relates to. Business 1300's standard method for bill delivery is email. Paper billing is available for a monthly fee of \$5. To opt in to paper billing, please contact our Customer Care Team on 1300 00 1300.

#### PAYMENT METHOD

Business 1300 accepts payment by Direct Debit from a bank account or a credit card. Other payment terms are available by prior arrangement only. For further details please contact our Customer Care Team on 1300 00 1300.

#### CONTACT US

Business 1300 is committed to excellence in customer service and advice to its customers. If you have any questions regarding the service please contact our Customer Care Team on 1300 00 1300.

If for some reason you are not satisfied with the service received, please contact our Customer Care Team and inform us of your issue. If we are unable to resolve your issue to your satisfaction, please visit [www.business1300.com.au/complimentsandcomplaints](http://www.business1300.com.au/complimentsandcomplaints)

If you are still not satisfied with the steps taken by Business 1300 to resolve your issue, you can seek assistance from the Telecommunication Industry Ombudsman (TIO).

The TIO will only investigate complaints if you have already attempted to resolve your issue with Business 1300 and is an option of last resort. You can contact the TIO by visiting [www.tio.com.au](http://www.tio.com.au) or by calling 1800 062 058.